item captioned 'the Union Cabinet' have ratified "Indo-Russian debt treaty" as reported in the Economic Times, dated 21st April, 1993.

(b) if so, what are the details thereof indicating the rouble debt as on the 1st April, 1992 and whether the principal oustanding of Rs. 19.660 crores continued to be paid with int erest in accordance with the above treaty; and

(c) in what manner the repayment of credit/debt liability proposed to be cleared by Government of India?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE AND THE MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (DR. ABRAR AHMED):

(a) Yes, Sir.

(b) India's outstanding rouble debt as on 1-4.92 was about roubles 9871 million. In accordance with the ag reement concluded with the Russian Government on 29.1.93, this amount converted at the rupee-rouble exch ange rate prevailing on 1.4.92, comes to Ks. 31342 crores. The same outsta nding principal converted at the ex change rate prevailing on 1.1.90 comes to Rs. 19660 crores. Thus, the principal outstanding of Rs 19660 crores will continue to be paid with interest in accordance with the origi nal schedule of payments while Rs. 11682 crores will be rescheduled over 45 years. India is making on account payments on the basis of the new agreement. The agreement will come into force on the date on which both sides exchange letters confirming that necessary approvals have been ob tained.

(c) India's debt service payments are currently being applied to liq uidate the outstanding technical cre dit granted to the former USSR and Russia. Once a surplus emerges in the Russian account India's debt ser vice payment, in runees will be used by the Russian Government to import Indian goods and services.

Illegal Cultivation of Opium

1642. SHRIMATI VEENA VERMA: Will the Minister of FINANCE be pleased to state:

(a). whether complaints of illegal over cultivation of opium (poppy) in Madhya Pradesh, U. P. and other states, much beyond the prescribed limits fixed under an international agreement, which goes into production of brown sugar, hasish and other psychotropic drugs and contributes to nternational smuggling of such drugs have been received by Government from US and others during the past six months;

(b) if so, what are the details of such complaints, and results of investigations into the matter, if any, by Government; and

(c) what effective steps have been taken | are being taken to prevent this clandestine production and smuggling of these psychotropic drugs?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M. V. CHANDRASHEKHAR MURTHY): (a)and (b) In the International Narcotics Strategy Report 1993 which has been brought out by US Government, mention has been made of problems of diversion from licit opium Industry to illicit channels, and illegal cultivation of opium poppy for production: of heroin Production of licit opium in India is regulated under strict licensing control and. supervision by the Central Government. Excess or illicit cultivation of opium is a rarity. Diversion of opium from licit production to illicit channels is minimal. There have been some cases of manufacture of Heroin in the country but the quantity of heroin seized in those cases has been insignificant.

(c) The enforcement setup in the Central Bureau of Narcotics has been reorganised and strengthened. Different Drug Daw Enforcement Agencies keep strict vigil over poppy cultivation and stringent, panal measures are taken under the NDPS Act, 1985 for any violation.

FICCI taservations regarding Budget

1643. SHRI IQBAL SINGH
SHRI SURESH PACHOURI"

The minister of FINANCE be pleased to state:

(a) whether FICCI has submitted a detailed report to Government lis. ting the anoumalies which have crept, into the Budget making it che-aper to import the finished product;; instead of manufacturing them in the country; and

(b) it so, what are the details thereof?

THE '.MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M. V. CHANDRASHEKHAR MURTHY): (a) and (b) in their letter dated 19.4-93, FICCI has enclosed a note or. the Finance Bill, 1993. The note brings out certain anomalies as perceived by the Federation, in the customs and excise duty structure, as a result of which the rate of duty on the final product is less than on inputs and raw materials. The list of industries covered in the note include Auto Components Electronic Componets, Tyres, etc.

Improving Customer Services in Banks

1644. SHRI PARMESHWAR KU MAR AGARWALLA: Will the Minis ter of FINANCE be pleased to state:

(a) what are the recommendations of the R.B.I. Customer Service Com mittee:

(b) whether it is a fact that All India Bank Depositors Association has requested Government for the implementaion of the recommendations; and

(c) what steps are proposed to be taken to make the banks customer oriented from the present staff oriented?

THE. MINISTER OF STATE IN THE MINISTRY OF FINANCE AND THE MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (DR. ABRAR AHMED): (a) to (c) Reserve Bank of India (RBl) constituted a Committee in September, 1990 under the Chair. manship of Shri M. N. Goiporia, the then Chairman, State Bank of India to study the current state of customer service in banks and to suggest measures to improve performance in this area. The Committee comprised of among others, the President of All India Bank Depositors Association, Bombay.

The Committee had made wide ranging recommendations (97 in number) covering —• (I) improve ment of customer service "by enlar ging the scope of teller services, ex tending banking hours for non_cash transactions, devising appropriate procedures to render uninterrupted service during business hours, exten ding facilities for exchange of muti lated and soiled notes, ensuring nom-nurion in all accounts; (II) opening of specialised branches focusing on international banking, industrial fin ance, small scale industries; (III) making bank employees more respon. sive and customer friendly by job en richment. proper training, reward system and more constructive role by employees organisations; (TV) tech-nology upgradation and continuous review of system and procedures in tune with the changing needs if customers; by (V) making bank deposits more attractive by increasing savings bank interest